Fourteenth Annual Report of the Victims Assistance Committee of the Northwest Territories

April 1, 2002 – March 31, 2003

Northwest Territories Justice

August 6, 2003

The Honourable Roger Allen
Minister of Justice

Annual Report

The Victims Assistance Committee is pleased to present to you our annual report for the fiscal year ending March 31, 2003. This year the Committee focused on ensuring continued support throughout the Northwest Territories by supporting established victim services programs in Hay River, Yellowknife, Inuvik, and Fort Smith. We also helped start a new program in the community of Fort Good Hope.

Other programs funded by the Committee provided support services to children exposed to violence. *Family Violence Week* received greater promotion, resulting in more community participation. To advance professional skills, victim support workers received funding for training opportunities. As a follow up to our funding of "*Family Violence in the NWT: A Survey of Costs, Services, Data Collection & Issues for Action*" in 2001/02, the Coalition Against Family Violence received funding in 2002/03 to develop the complementary *"NWT Action Plan on Family Violence."*

As part two of this report, we have provided a statistical summary of NWT Victim Services Programs funded by the Department of Justice. These figures show an increased use of available resources on every level of service delivery.

The Committee noted that the growing funding needs of ongoing projects and one-time disbursement requests are beginning to outpace the level of surcharge revenue maintained by the fund in the last several years. This widening gap between need and resources concerns the Committee, given the importance of the fund's mandate to provide services to victims and assist communities in establishing innovative prevention programs. This disturbing trend, should it continue, will negatively impact direct services to victims.

I thank the following people for their hard work in promoting the needs and concerns of victims of crime in the NWT.

- Committee members ***Harriet Geddes*** of Fort Providence and ***Nora Wedzin-Quitte*** of Rae-Edzo
- Program Coordinators ***Alexandra Smith*** of Hay River, ***Audrey Zoe*** of Yellowknife, ***Louise Beck*** of Fort Smith, and ***Lana Woodfine*** of Inuvik
- Victim Service worker ***Marie Speakman*** of Yellowknife

Sincerely,

Gail Cyr, Chairperson
Victims Assistance Committee

Part I: Report of Victims Assistance Committee

VICTIMS OF CRIME ACT

The *Victims of Crime Act* of the Northwest Territories establishes the Victims Assistance Fund and provides for the appointment of a Victims Assistance Committee.

VICTIMS ASSISTANCE FUND

The Victims Assistance Fund is a special purpose fund maintained with revenue from victim fine surcharges. The Victims Assistance Fund does not provide direct financial compensation to individuals but is supports community-based projects and activities that provide services and assistance to victims of crime through:

- training geared towards sensitizing and informing community resource workers as to the needs and circumstances of victims of crime;
- direct services which assist victims through crisis response, personal support, follow-up assistance, victim information, and referrals;
- public awareness and information on the rights and responsibilities of victims, available services, the criminal justice system and its procedures, and any issues relating to victims of crime;
- research into the needs and concerns of victims; or,
- distribution of victim services information.

VICTIMS ASSISTANCE COMMITTEE

Committee members are appointed for three-year terms to make recommendations to the Minister of Justice on policies regarding the needs and concerns of victims of crime, and on the distribution of the Fund.

It is the Committee's objective to ensure the maintenance and on-going support of comprehensive services in communities including but not limited to, victim support and assistance, co-ordination of criminal justice and community intervention, and training of staff and/or volunteers. Where a full-service agency is not feasible, the committee supports innovative community-based workshops and projects to assess and prevent violence.

COMMITTEE MEETINGS

The Committee meets monthly or as needed to review proposals and project reports. The Minister approved Committee recommendations for contributions amounting to $148,221.62.

STATEMENT OF REVENUE & CONTRIBUTIONS

April 1, 2002 - March 31, 2003

Revenue	*Amount*
Balance from 2001-02	$181,187.40
Victim Fine Surcharges - Territorial	$40,031.40
Victim Fine Surcharges - Federal	$36,915.89
Total	**$258,134.69**

Disbursements	*Amount*
Contributions (see detailed listing below)	$148,221.62
Total	**$148,221.62**

BALANCE FORWARD	**$109,913.07**

VICTIM ASSISTANCE FUND DISBURSEMENTS

April 1, 2002 - March 31, 2003

YWCA of Yellowknife **$40,600.00**

- *Direct Services & Awareness* – Towards the cost of conducting group-counselling programs for children about family violence, March 2002 – March 2003.

House of Hope Alcohol Centre (Tuktoyaktuk) **$1,633.84**

- *Training* – Towards the cost of one delegate to attend the *"Honouring the Spirit of Our Children"* conference in Yellowknife, February 26 – 28, 2002.

Native Women's Association of the NWT **$30,665.00**

- *Direct Services* – Towards the cost for a Victim Services Program Worker to provide direct services to victims of crime in Yellowknife and surrounding communities.

Native Women's Association of the NWT **$2,435.00**

- *Training* – Towards the cost of the Yellowknife Victim Services Program Coordinator to attend the *Symposium on Child & Adolescent Violence*, Calgary, April 22 – 24, 2002

Native Women's Association of the NWT **$2,984.00**

- *Training* – Towards the cost of the Yellowknife Victim Services Worker to attend the *Violence Against Women Symposium*, Vancouver, May 13 – 14, 2002.

Yellowknife Women's Centre **$3,827.78**

- *Training* – Towards the cost of two staff to attend the *Violence Against Women Symposium*, Vancouver, May 13 – 14, 2002.

Inuvik Justice Committee **$18,000.00**

- *Direct Services & Training* – Towards the cost of maintaining and supporting Inuvik Victim Services, including victim support and assistance, co-ordination of criminal justice and community intervention, and training of staff and/or volunteers.

Native Women's Association of the NWT **$5,319.00**

- *Promotion* – Towards the cost of producing promotional materials for Yellowknife Victim Services including brochures, posters, business cards, and member cards.

Status of Women Council of the NWT **$6,000.00**

- *Awareness* – Towards the cost of producing public awareness materials for *Family Violence Awareness Week*, October 7 – 13, 2002.

House of Hope Alcohol Centre (Tuktoyaktuk) **$3,789.00**

- *Training* – Towards the cost of one delegate to attend the Suicide Prevention Training Program, September 23 - Oct 9, 2002, Deline.

Status of Women Council of the NWT **$10,900.00**

- *Promotion* – Towards the cost of developing, in consultation with various stakeholders, the *NWT Family Violence Action Plan*.

Hay River Community Health Board **$14,339.00**

- *Training & Direct Services* – Towards the cost for salary (to bring coordinator back up to full time hours), for duty travel, and for co-ordinator and volunteer training. Nov 1, 2002– March 31, 2003.

Dogrib Community Services Board **$1,000.00**

- *Awareness* – Towards the cost to advertise, launch, and conduct a poster contest at the local elementary school for National Addictions Awareness Week 2002.

Dogrib Community Services Board **$2,665.00**

- *Training* – Towards the cost of sending the Residential School counsellor to two conferences at the Nechi Training Institute in Edmonton Alberta: Family Violence Workshop, February 17 – 23, 2003 and to the Adult Children of Alcoholics Workshop, April 21 – 25, 2003.

Native Women's Association of the NWT **$2,237.00**

- *Training* – Towards the cost for one staff member who provides direct services to victims of sexual assault to attend the National Indigenous Sexual Abuse Conference in Edmonton AB, February 10 – 13, 2003.

Uncle Gabe's Friendship Centre **$1,827.00**

- *Training* – Towards the costs of sending the Victim Services Program Coordinator to the National Indigenous Sexual Abuse Conference in Edmonton AB., February 10 – 13, 2003.

GRAND TOTAL	**$148,221.62**

Part II: Report of Victim Services Programs

HISTORY OF VICTIM SERVICES IN THE NWT

There has been community-based service to victims of crime in the NWT since 1989.

In her July 1991 report entitled *"An Assessment of the Needs of Victims of Crime in the NWT"* Joyce Gilcrest's recommendations about the future development of victim services in the NWT were based on the following premises:

- the development of victim assistance services must be done on an individual community basis;
- community representatives must be directly involved in the development process;
- services must be designed to employ community based resources; and
- services must be appropriate to the needs and aspirations of the community

The Government of the Northwest Territories, through the Community Justice Division of the Department of Justice, provides assistance, training, resources and support to communities wishing to develop a victim services program.

The benefits of delivering community-based victim services are:

- victims feel comfortable accessing services through a community-based agency;
- there are services for victims of unreported as well as reported crime; and,
- there is greater opportunity to develop community-appropriate victim services.

In 2002/2003 the Department of Justice continued it's funding of community organizations to provide local victim services in Fort Smith, Hay River, Yellowknife and Inuvik. In the latter half of the year, funds were granted for the implementation of a new Victim Services program in Fort Good Hope. The Victims Assistance Fund provided additional funding to victim services in Hay River, Yellowknife and Inuvik.

TERRITORIAL MISSION STATEMENT

Victim services offer support, assistance, information, and referrals in a courteous and compassionate manner that respects the dignity and privacy of victims of crime.

OBJECTIVES

Victim services' objectives are to:

- make contact with victims in a manner that expresses concern and support;
- offer practical assistance and information;
- provide liaison among police, Crown and other court personnel so that current information is

available to victims and procedures do not unduly inconvenience them; and,
- assist victims to use the resources they need in order to deal with the effects of the victimization.

In 2002/2003 a total of 6 staff and 12 volunteers provided information, support, assistance and referrals to any victims of either reported or unreported crime. Services are provided to both primary and secondary victims of crime. Primary victims are directly affected by a crime. Secondary victims are people, who because of a close relationship with the direct victim, are also affected by the crime.

SECTION 1: *"How many people use victim services?"*

Much of victim services' time is spent delivering direct services to individual clients. As part of the total number of clients served every month, they record brief services contacts, new cases and the cases continued from the previous month.

Brief service contacts are the number of individuals with whom victim services had telephone contact and brief service was provided, but no substantial time was spent and ongoing contact was not anticipated.

New clients are the number of individuals with whom victim services spent substantial time and where ongoing contact was anticipated.

Cases continued from previous month are the number of individuals to whom victim services continued to provide services.

Table 1.1 shows the monthly number of clients of each type served on average in a community with a victim services program. In 2002/2003, the average program handled 14 brief service contacts[1] (52%), 6 new clients (22%), and 7 continuing cases (26%) in any given month. It also shows that, system-wide in the NWT, victim services see 42 brief service contacts (52%), 23 new clients (22%), and 28 continuing cases (26%) on average per month.

Table 1.1: Average Monthly Number of Clients Served by Type of Contact, 2002/2003

Monthly average for...	*Brief Service Contacts*	*New Clients*	*Continuing Cases*	Total
...a single community	14	6	7	27
...all reporting communities	42	23	28	93

Table 1.2 shows the total annual number of clients served by community. In total for all communities, there were 503 brief service contacts (65%) and 271 new clients (35%) served by victim services in 2002/2003. In order to represent unique cases only, continuing cases were not included in this table. A total of 774 clients were served by victim services during 2002/2003.

[1] Average Brief Service Contacts numbers reflect data obtained from only three out of four programs. No data from Fort Smith Victim Services was available for Brief Service Contacts.

Table 1.2: Total Annual Number of Clients, by Service Type and Community, 2002/2003

Community	*Brief Service Contacts*[2]	*New Clients*	*Continuing Cases*[3]	*Total*
Fort Smith	N/A	32	N/A	32
Hay River	283	42	N/A	325
Inuvik	96	79	N/A	175
Yellowknife	124	118	N/A	242
Total	**503**	**271**	**N/A**	**774**

Conclusion: *There is a need for more awareness and demand for victim services by both the public at large (brief service contacts) and by victims of crime (new and ongoing clients) who require services as a result of their involvement with the criminal justice system.*

SECTION 2: *"Who is being served by victim services?"*

Services are provided to victims of both reported and unreported crime, including both primary and secondary victims. Primary victims are the direct victims of crime. An example of a primary victim of crime is a child victim of sexual assault. Secondary victims are people who either live with and/or have a close relationship with the direct crime victim. An example of a secondary victim is a parent of a child victim of sexual assault.

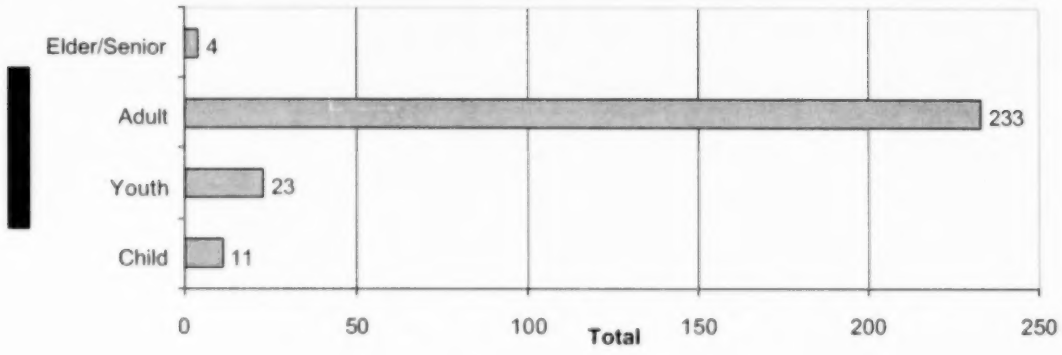
Victim services programs track the following information about their new and ongoing clients:

- Age
- Ethnicity
- Gender and victim type (primary or secondary victim)
- Offence/Incident type

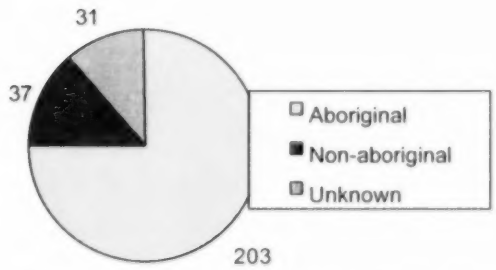
Graph 2.1 shows the number of clients, by age, to whom services were delivered during 2002/2003. There were 233 adult[4] clients (86%), 23 youth[5] (8%), 11 children[6] (4%), and 4 elders (1%).

[2] Brief Service Contact data was unavailable for Fort Smith. Mean numbers are calculated with data from the three other communities only.
[3] Annual totals for continuing cases cannot be reported as numbers are based on aggregate data.
[4] Adults, are 19 years – 64 years
[5] Youth are 12 years – 18 years
[6] Children are infant – 11 years

Graph 2.1: Clients by Age, 2002-2003



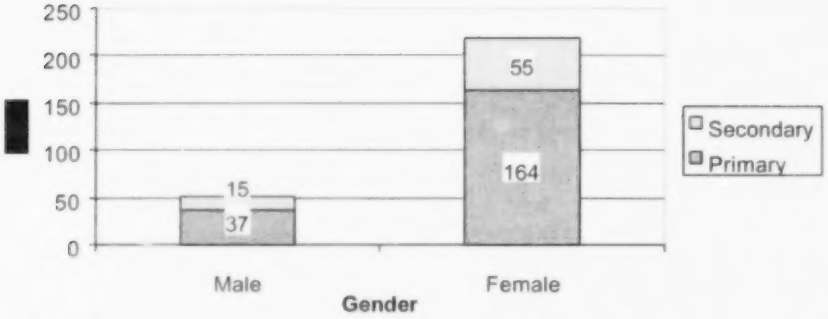
Graph 2.2 shows that in 2002/2003 victim services delivered services to 203 aboriginal clients (75%); 37 non-aboriginal clients (14%); and 31 clients of unknown ethnicity (11%).



Graph 2.2: Clients by Ethnicity, 2002-2003

Graph 2.3 shows victim services clients by gender and type of victimization for 2002/2003. It shows that victim services clientele consisted of 219 female adults/youth (81%) and 52 male adults/youth (19%). The table also shows that 201 primary victims of crime (74%) and 70 secondary victims of crime (26%) utilised victim services in 2002/2003.

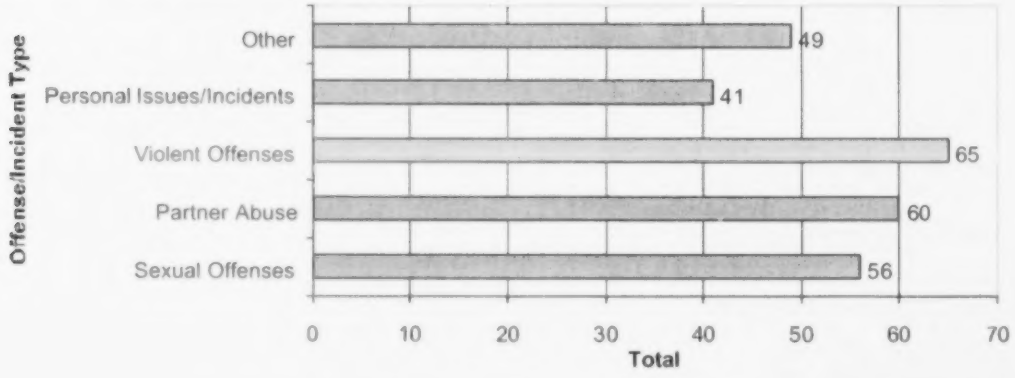
Graph 2.3: Clients by Gender and Type of Victimization, 2002-2003



Graph 2.4 shows victim services clients by offence/incident type. The two smallest categories of offence/incident types that victim services clients report include personal issues[7], ranging from family difficulties to sudden death, and "other"[8] offences, which includes non-violent crimes. 90 clients (33%) reported offences/incidents from either of these two categories in 2002/2003.

Graph 2.4 also shows that victim services clients in the NWT are most often victims of violent offences and incidents that range from spousal assault, sexual assault, and even homicide/attempted homicide. Violent offences have significant and lasting impacts on crime victims. These crime impacts have far ranging implications on service delivery needs for victims of crime. Taken together, 181 clients (67%) reported violent offences[9], partner abuse[10], or sexual offences[11] in 2002/2003.

Graph 2.4: Cases by Offence/Incident Type, 2002-2003



Conclusion: *Victim services program statistics show that the majority of victim services clientele are aboriginal adult women, who are primary victims of violent crime.*

[7] "Personal incidents/issues" include sudden death, suicide/attempted suicide, and family difficulties/concerns.
[8] "Other" offences include break and enter and uttering threats.
[9] "Violent offences" include assault, assault with a weapon, assault causing bodily harm, homicide/attempted, homicide, and robbery.
[10] "Partner abuse" includes spousal assault, spousal assault with a weapon, and criminal harassment (stalking).

SECTION 3: *"What kind of services do victim services deliver?"*

Victim services provide information, practical assistance, support and referrals as described in Table 3.1 below.

Table 3.1 Services Offered by Victim Services Programs

Service	*Description*
Information	*Victim service workers provide information to clients about…* • the criminal justice system and processes; • the progress of their case; • the role of the police and Crown counsel; • the recovery of property; • being a witness and what it involves; and, • other local resources and types of assistance available.
Practical Assistance	*Victim service workers assist clients with…* • medical forms, offender restitution, and victim impact statements; • home security checks; • visiting various agencies and the courts; and, • arranging childcare and transportation.
Emotional Support	*Victim service workers help to provide…* • continuous emotional support from the time of first contact throughout the court process and, if necessary, beyond; and, • a helping relationship as the client comes to know and trust the worker and feels more comfortable expressing their feelings and concerns.
Court Orientation	*Victim service workers assist clients involved in the court process by…* • familiarizing them with the court setting; • explaining procedures, terminology, and the roles of court personnel; and, • accompanying clients to court when necessary.
Community Resources Referrals	*Victim service workers refer clients to outside resources in the community providing…* • medical services; • financial help or child protection; • counselling or mental health services; • transitional housing; and, • rehabilitation services.

Graph 3.1 shows the number and type of services provided to victim services clients who accessed victim services during 2002/2003. The graph shows that there were a total of 1,917 services delivered to new and ongoing clients with whom there was substantial contact. The following analysis can be drawn from the graph:

- There were 579 occurrences (30%) of information related service delivery. This is consistent with research that shows victims' of crime greatest need is for information.

[11] "Sexual offences" include sexual assault, past sexual abuse and residential school abuse.

- There were 427 occurrences (22%) of emotional support. This service need is consistent with victims who suffer trauma as a result of crime.
- There were 269 consultations (14%) with the RCMP facilitated by victim services on behalf of clients. This shows that victims frequently need information from the RCMP as to the progress of the investigation into the crimes they report.
- There were 240 referrals (13%) to other organizations/agencies in the community made for clients. Victims of violent crime require a variety of services other than those provided by victim services. Victim services workers help assess victim needs and make referrals accordingly. Later in graph 5.1 we will see the kind of services to which victims are most often referred.
- There were 158 consultations with the Crown (8%), 75 crisis interventions (4%), and 67 occurrences of clients receiving help in completing victim impact statements (3%). These correspond to the least amount of services provided.

Graph 3.1 Services Delivered by Type, 2002-2003

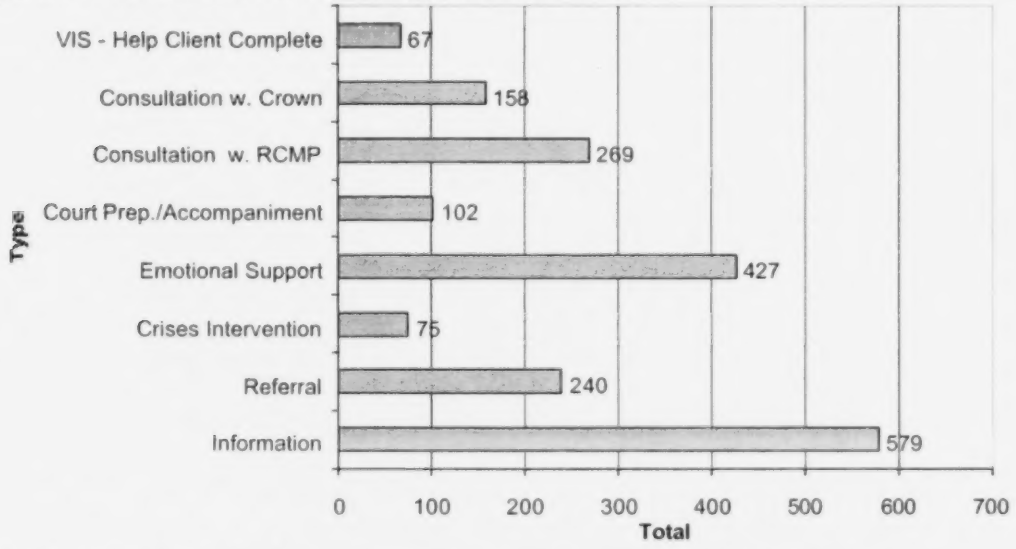


Table 3.2 shows the delivery frequency per client of the services described above.

Table 3.2 Delivery Frequency of Services per Client, 2002-2003

Service	*Occurrences/Client*	*Approximate Frequency*
Information	2.1	Every client, 2 to 3 times
Referral	0.9	Every client, 1 time
Crises Intervention	0.3	1 in 3 clients
Emotional Support	1.6	Every client, 1 to 2 times
Court Prep./Accompaniment	0.4	2 in 5 clients
Consultation w. RCMP	1.0	Every client, 1 time
Consultation w. Crown	0.6	2 in 3 clients
VIS - Help Client Complete	0.2	1 in 5 clients
All services delivered	**8.0**	**Every client, 8 times**

Conclusion: *Victim service clients most frequently accessed services for information, emotional support and consultations with the RCMP. These statistics show services need to begin immediately following criminal trauma and to continue through the investigation, the prosecution, sentencing and beyond.*

SECTION 4: *"In what settings are victim services provided?"*

Graph 4.1 shows that:

- 380 in-person contacts (64%) with clients were administered directly in a victim services office. Three out of four victim services programs have offices located in community based organization buildings. The exception, Hay River Victim Services, is located in the HH Williams Memorial Hospital. All are freely accessible to the public.
- 90 in-person client contacts (15%) occurred in a public location. A public location could include a courtroom where a victim services worker/volunteer might be providing silent support to a victim at the time they testify in court.
- 66 in-person client contacts (11%) occurred in another office. Another office could include a sub office at a local RCMP detachment. Two of our four victim service programs maintain part-time office hours at local detachment sub-offices.
- Services are less frequently provided in-person as a result of emergency call outs (26, 4%) or in the client's or client's friend's house (29, 5%).

Graph 4.1: Client Contacts by Setting, 2002-2003

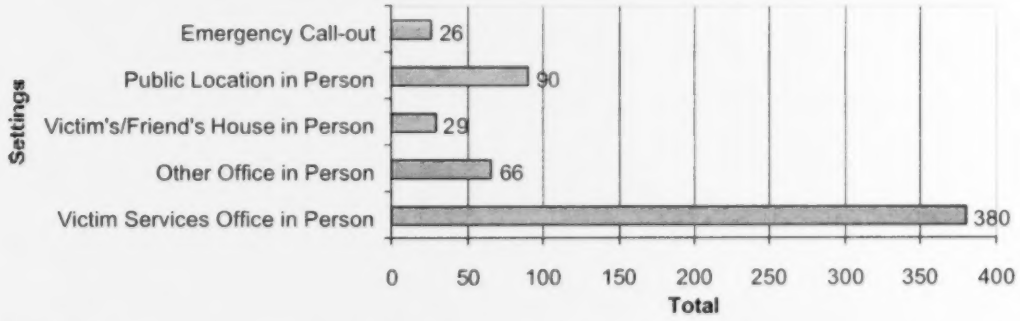


Table 4.1 shows the contact frequency per client of the different in-person contact settings described above.

Table 4.1 Frequency of Contacts per Client by Setting, 2002-2003

Setting	*Contacts/Client*	*Approximate Frequency*

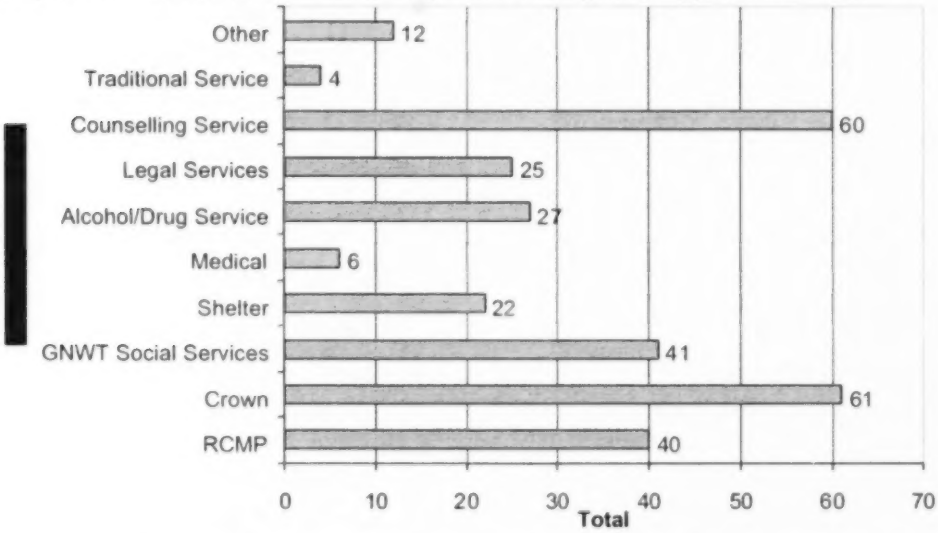
Victim Services Office in Person	1.4	Every client, 1 to 2 times
Other Office in Person	0.2	1 in 5 clients
Victim's/Friend's House in Person	0.1	1 in 10 clients
Public Location in Person	0.3	1 in 3 clients
Emergency call-out	0.1	1 in 10 clients
All contacts	2.2	Every client, 2 to 3 times

Conclusion: *Although delivered in a variety of settings, the majority of services are delivered in the privacy of a victim services office.*

SECTION 5: *"To what other organizations and agencies are victims of crime referred?"*

In Graph 3.1 we see that victim services provided a total of 298 referrals to clients in 2002/3003. Victims of violent crime often need a full range of services not offered by victim services, thus making it necessary to make referrals to other organizations and agencies in the community. Graph 5.1 shows the range of organizations and agencies to which victims were referred.

Graph 5.1: Client Referrals by Organization/Agency Type, 2002-2003



Victim services made 60 client referrals (20%) to counselling services where such services exist. It is well documented that victims, especially victims of violent crime, require counselling services to cope with the emotional and psychological impacts of victimization. This need holds equally true for NWT victim services clientele. Our statistics show a prevalence of violent crime in victim services client and a high rate (1 in 5 clients) of counselling referrals.

Victims of violent crime also need to be kept informed of the progress of their case throughout the investigation and prosecution process. As a result, 61 referrals (20%) were made to the crown, which may advise as to the prosecution of the case. Referrals to the RCMP, which may advise

as to the progress of the investigation, totalled 40 (13%). Taken together there were 101 referrals (33%) to the crown and the RCMP. Here again, we see that a victim of crime's greatest need is for information, especially about the progress of their case.

Victim services made 96 client referrals (32%) to health and social services type agencies, including:

- 41 referrals (14%) to GNWT Social Services (which in some communities is the only agency which provides counselling);
- 27 referrals (9%) to alcohol and drug services (victims of repeat offences, lacking support, frequently turn to alcohol to help cope with the pain of trauma);
- 22 referrals (7%) to shelter services (victims of spousal assault and their children may need this service which provides essential safety and security from violent spouses); and,
- 6 referrals (2%) to medical services (victims of violent offences may, as a direct result of a crime, require both immediate and/or ongoing medical attention).

25 client referrals (8%) were made to legal services in 2002/2003. Frequently, on the heels of criminal matters, victims of crime frequently have civil matters, such as custody and support, with which they must deal and for which they require legal representation.

Finally, a total of 16 referrals (5%) were made to either other agencies (12, 4%) or to traditional services (4, 1%). Referrals to other agencies could include a referral to Correctional Services of Canada so a victim could register to receive information about an incarcerated offender. Although small in comparison to other referrals, referrals to traditional services, such as an elder, recognizes that for some NWT victims of crime, tradition and culture play a significant role in recovery from trauma of violent crime. We are both thankful and honoured to have the assistance of traditional services in our communities.

Table 5.1 shows the frequency per client of referrals to the above organizations and agencies.

Table 5.1 Frequency of Referrals per Client by Organization/Agency Type, 2002/2003

Organization/Agency Type	*Referrals/Client*	*Approximate Frequency*
RCMP	0.1	1 in 10 clients
Crown	0.2	1 in 5 clients
GNWT Social Services	0.2	1 in 5 clients
Shelter	0.1	1 in 10 clients
Alcohol/Drug Service	0.1	1 in 10 clients
Legal Services	0.1	1 in 10 clients
Counselling Service	0.2	1 in 5 clients
All Organizations/Agencies	**1.0**	**Every client, 1 time**

Conclusion: *Victim service clientele who are victims of violent crime have complex needs for service that necessitate referrals to other agencies. The majority of referrals were to counselling and other health and social services to help clients cope with crime impact and trauma. Significant referrals were to criminal justice related*

professionals to help clients with their involvement with both the criminal and the civil justice systems.

SECTION 6: *"In what type of community activities are victim services involved?"*

While we work on becoming more consistent in our statistical reporting on community activities, we can report on the nature and the range of activities with which we are involved at the community level during the 2002/03 fiscal year.

Victim service community activities include meetings, events or substantial telephone contacts that are held to build community processes, structures, or protocols to improve the coordination and delivery of services to victims of crime. These activities fall under three general categories: public education, media events, and community liaison networking.

During the year our four community based victim services programs have:

- worked with hospital emergency staff to develop a local referral protocol for victims of sexual assault;
- made presentations about victim services supporting child victims of sexual assault at the Child Sexual Abuse Seminar;
- conducted training sessions to prepare volunteers to prepare them to assist victims of crime;
- held fundraising events to raise awareness and to raise money;
- made presentations about victim trauma response to justice committee members;
- provided regular outreach services to family violence shelter staff and clients;
- participated in community interagency meetings;
- made a presentations about the nature and range of victim services to health and social services staff and to shelter staff/clients; and,
- facilitated victim support groups.

Conclusion: *Victim services community activities, from providing outreach services to shelters to training victim service volunteers, contribute towards improving the treatment of victims of crime in our communities.*

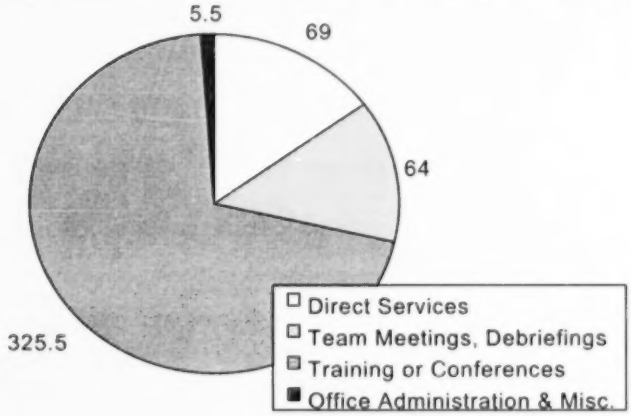
SECTION 7: *"What role do volunteers play in providing victim services in the NWT?"*

Graph 7.1 shows the aggregate total number of hours, by activity type, provided by our 12 victim services volunteers in 2002/2003. Victim service volunteers provide services during off hours, assist with service delivery during regular hours in cases that require more than one support worker, and participate in community activities.

Program coordinators are also responsible for volunteer recruitment, screening, training and management.

In 2002/2003, victim service volunteers logged a total of 464 hours of service. 325.5 hours (70%) involved participation in training. 64 hours (14%) were spent in team meetings and debriefings. 69 hours (15%) of their time involved delivering services to victims, including helping victims complete their Victims Impact Statements and accompanying/ preparing them for court. Inuvik victim service volunteers provide information and support to victims involved in diversions before the Community Justice Committee.

Graph 7.1: Volunteer Hours Logged by Activity Type, 2002/2003



Conclusion: *The NWT has a small but important network of trained victim service volunteers who are beginning to provide victim support in both the criminal and the restorative justice system processes.*

A French-language version of this document is also available.
Ce document est aussi disponible en français.